

In the Claims:

1-165. (CANCELLED)

166. (CURRENTLY AMENDED) A method of operating a call server for routing ~~[[a]]~~ voice calls to a plurality of call center resources in, ~~wherein the voice call originates from a user device including a cookie and wherein a call center has a plurality of call center resources,~~ the method comprising:

receiving ~~the a~~ voice call originating from ~~the a~~ user device including ~~the a~~ cookie;

processing the cookie from the user device to select a first one of the call center resource[[s]]; ~~and~~

generating a routing instruction indicating a first route for the voice call originating from the user device to the ~~selected one of the~~ first call center resource[[s]]; and

transferring the routing instruction to be used when routing the voice call from the user device to the first call center resource over which voice communications will be exchanged.

167. (CURRENTLY AMENDED) The method of claim 166, further comprising:

receiving a redirect instruction in the call server;

processing the redirect instruction to select a second call center resource;

generating a second routing instruction indicating a second route for the voice call originating from the user device to the second call center resource; and

transferring the second routing instruction to be used when routing the voice call from the user device to the second call center resource over which voice communications will be exchanged ~~wherein the voice call comprises a Get Document request in Hyper Text Transfer Protocol.~~

168. (CURRENTLY AMENDED) The method of claim 166, wherein the voice call comprises a Get Document request in Hyper Text Transfer Protocol ~~processing the cookie from the user device to select one of the call center resources is further based upon caller entered information.~~

169. (CURRENTLY AMENDED) The method of claim 166, wherein processing the cookie from the user device to select the first ~~one of the~~ call center resource[[s]] is further based upon caller entered information ~~an Internet Protocol address.~~

170. (CURRENTLY AMENDED) The method of claim 166, wherein processing the cookie from the user device to select the first ~~one of the~~ call center resource[[s]] is further based upon a domain name or an Internet Protocol address.

171. (CURRENTLY AMENDED) The method of claim 166, wherein processing the cookie from the user device to select the first ~~one of the~~ call center resource[[s]] is further based upon one or more of a day or a time of day.

172. (CURRENTLY AMENDED) The method of claim 166, wherein processing the cookie from the user device to select the first ~~one of the~~ call center resource[[s]] is further based on a least busy agent.

173. (CURRENTLY AMENDED) The method of claim 166, wherein processing the cookie from the user device to select the first ~~one of the~~ call center resource[[s]] is further based on a least congested route.

174. (CURRENTLY AMENDED) The method of claim 166, wherein processing the cookie from the user device to select the first ~~one of the~~ call center resource[[s]] is further based on one or more of a class of service or a quality of service.

175. (CURRENTLY AMENDED) The method of claim 166, further comprising processing the cookie to selecting a web service application ~~based upon the cookie.~~

176. (CURRENTLY AMENDED) A communication system for routing ~~[[a]]~~ voice calls, ~~wherein the voice call originates from a user device including a cookie and wherein a call center has a plurality of call center resources;~~ the communication system comprising:

a plurality of ~~web~~ call center resources for handling ~~web~~ the voice calls; and

a ~~web~~ call center server configured to receive ~~the~~ a voice call originating from ~~the~~ a user device and including the a cookie, process the cookie from the user device to select a first one of the call center resource[[s]], generate a routing instruction indicating a route for and route the voice call originating from the user device to the selected one of the first call center resource[[s]], and transfer the routing instruction to be used when routing the voice call from the user device to the to the first call center over which voice communications will be exchanged.

177. (CURRENTLY AMENDED) The communication system of claim 176, wherein the call center server is further configured to receive a redirect instruction, process the redirect instruction to select a second call center resource, generate a second routing instruction indicating a second route for the voice call from the user device to the second call center resource, and transfer the second routing instruction to be used when routing the voice call from the user device to the second call center resource over which voice communications will be exchanged ~~wherein the voice call comprises a Get Document request in Hyper Text Transfer Protocol.~~

178. (CURRENTLY AMENDED) The communication system of claim 176, wherein the voice call comprises a Get Document request in Hyper Text Transfer Protocol ~~processing the cookie from the user device to select one of the call center resources is further based upon caller entered information.~~

179. (CURRENTLY AMENDED) The communication system of claim 176, wherein processing the cookie from the user device to select ~~one of the~~ first call center resource[[s]] is further based upon caller entered information ~~an Internet Protocol address~~.

180. (CURRENTLY AMENDED) The communication system of claim 176, wherein processing the cookie from the user device to select ~~one of the~~ first call center resource[[s]] is further based upon a domain name or an Internet Protocol address.

181. (CURRENTLY AMENDED) The communication system of claim 176, wherein processing the cookie from the user device to select ~~one of the~~ first call center resource[[s]] is further based upon one or more of a day or a time of day.

182. (CURRENTLY AMENDED) The communication system of claim 176, wherein processing the cookie from the user device to select ~~one of the~~ first call center resource[[s]] is further based on a least busy agent.

183. (CURRENTLY AMENDED) The communication system of claim 176, wherein processing the cookie from the user device to select ~~one of the~~ first call center resource[[s]] is further based on a least congested route.

184. (CURRENTLY AMENDED) The communication system of claim 176, wherein processing the cookie from the user device to select ~~one of the~~ first call center resource[[s]] is further based one or more of a class of service or a quality of service.

185. (CURRENTLY AMENDED) The communication system of claim 176, wherein the ~~web~~ call center is further configured to process the cookie to select a web service application ~~based upon the cookie~~.